Oracle® Retail Service Layer

Installation Guide
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ORACLE

Oracle® Retail Service Layer Installation Guide, Release 14.0.2

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Value-Added Reseller (VAR) Language

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If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

Preface

The Oracle Retail Service Layer development team delivers RSL applications only for non-Java/Java EE service providers such as RMS (Oracle Forms based). Other implementations of RSL exist but are bundled within other Oracle Retail Java EE applications and are installed as part of those applications. Currently RSL provides an implementation for integrating applications with RMS. RPM is the only Oracle Retail Java EE application that includes an integrated implementation of RSL.

An application-specific version of RSL in a Java EE environment is referred to as RSLfor<App> (for this release only RSLforRMS). This application is packaged as an EAR file that must be deployed in an application server. Currently, RSL applications have been certified to install and execute in Oracle Fusion Middleware 11g Release 1 (11.1.1.7) /Oracle WebLogic Server 11g Release 1 (10.3.6).

Audience

This manual is designed for System Administrators, Developers, and Applications Support personnel installing the RSL for RMS implementation provided by the RSL team.

Related Documents

For more information, see the following documents in the Oracle Retail Service Layer Release 14.0.2 documentation set:

- *Oracle Retail Service Layer Release Notes*

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 14.0) or a later patch release (for example, 14.0.2). If you are installing the base release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

`http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html`

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-**02** is an updated version of a document with part number E123456-**01**.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following Web site:

`http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html`

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this Web site within a month after a product release.

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement "the Window Name window opens."

```
This is a code sample
    It is used to display examples of code
```

1

Preinstallation Tasks

This chapter includes tasks to complete before installation.

Requesting Infrastructure Software

If you are unable to find the necessary version of the required Oracle infrastructure software (database server, application server, WebLogic, etc.) on the Oracle Software Delivery Cloud, you should file a non-technical 'Contact Us' Service Request (SR) and request access to the media. For instructions on filing a non-technical SR, see My Oracle Support Note 1071023.1 – *Requesting Physical Shipment or Download URL for Software Media*.

Check Application Server Requirements

General requirements for an application server capable of running the Oracle Retail Service Layer application include the following.

Supported on:	Versions Supported:
Application Server OS	OS certified with Oracle Fusion Middleware 11g Release 1 (11.1.1.7). Options are: ▪ Oracle Linux 6 for x86-64 (Actual hardware or Oracle virtual machine). ▪ Red Hat Enterprise Linux 6 for x86-64 (Actual hardware or Oracle virtual machine). ▪ AIX 7.1 (Actual hardware or LPARs) ▪ Solaris 11 SPARC (Actual hardware or logical domains) ▪ HP-UX 11.31 Integrity (Actual hardware, HPVM, or vPars)
Application Server	Oracle Fusion Middleware 11g Release 1 (11.1.1.7) **Components:** ▪ Oracle WebLogic Server 11g Release 1 (10.3.6) ▪ Java: JDK 1.7+ 64 bit

Check Oracle Retail Software Dependencies

Service Providing Applications (such as RMS) must have all RSL components installed (including stored procedures, tables, and Oracle objects). Refer to the installation guide for each for details.

Supported Oracle Retail Products

Integrates with	Version
Oracle Retail Store Inventory Management (SIM)	14.0.2
Oracle Retail Merchandising System (RMS) (Server)	14.0.2
Oracle Retail Price Management (RPM) (Server)	14.0.2
Oracle Retail Service Backbone (RSB)	14.0.2

UNIX User Account Privileges to Install the Software

A UNIX user account is needed to install the software. The UNIX user that is used to install the software should have write access to the WebLogic server installation files.

For example, webadmin.

> **Note:** Installation steps will fail when trying to modify files under the WebLogic installation, unless the user has write access.

Moving the RSL Packaged .jars to the Server Library

Copy the ojdbc6.jar from this location (RSL1400forRMS/rsl-rms/oracle) to this location ($WLS_HOME/wlserver_10.3/server/lib).

> **Note:** WebLogic must be restarted after ojdbc6.jar has been copied into WLS_HOME.

Configure the rsl-rms-wls-instance

To configure the rsl-rms-wls-instance, do the following.

1. Configure the startup script.
   a. Take a backup of the script (the following uses “APPDomain” as the domain name where RSL will be installed), $DOMAIN_HOME/ APPDomain /bin/startWebLogic.sh.
   b. Edit the script, $DOMAIN_HOME/ APPDomain /bin/startWebLogic.sh, to add the following attributes.

```
# Arguments for JDK 1.7+ 64bit:
CLASSPATH=$DOMAIN_HOME/servers/$SERVER_NAME:$CLASSPATH
JAVA_VM="-server"         USER_MEM_ARGS="-Xms1024m -Xmx2048m -XX:MaxPermSize=512m"
```

The following is a sample from startWebLogic.sh using 1.7.0+ JDK:

```
echo "."
```

```
echo "."

echo "JAVA Memory arguments: ${MEM_ARGS}"

echo "."

echo "WLS Start Mode=${WLS_DISPLAY_MODE}"

echo "."

CLASSPATH=$DOMAIN_HOME/servers/$SERVER_NAME:$CLASSPATH
JAVA_VM="-server"
USER_MEM_ARGS="-Xms1024m -Xmx2048m -XX:MaxPermSize=512m"

echo "CLASSPATH=${CLASSPATH}"

echo "."

echo "PATH=${PATH}"

echo "."

echo "*************************************************"

echo "*  To start WebLogic Server, use a username and   *"

echo "*  password assigned to an admin-level user.  For *"

echo "*  server administration, use the WebLogic Server *"

echo "*  console at http://hostname:port/console        *"

echo "*************************************************"

# CLASS CACHING

if [ "${CLASS_CACHE}" = "true" ] ; then
    echo "Class caching enabled..."
    JAVA_OPTIONS="${JAVA_OPTIONS} -Dlaunch.main.class=${SERVER_CLASS} -
Dlaunch.class.path="${CLASSPATH}" -
Dlaunch.complete=weblogic.store.internal.LockManagerImpl -cp
${WL_HOME}/server/lib/pcl2.jar"
    export JAVA_OPTIONS
    SERVER_CLASS="com.oracle.classloader.launch.Launcher"
fi

# START WEBLOGIC

echo "starting weblogic with Java version:"

${JAVA_HOME}/bin/java ${JAVA_VM} -version

if [ "${WLS_REDIRECT_LOG}" = "" ] ; then
    echo "Starting WLS with line:"
    echo "${JAVA_HOME}/bin/java ${JAVA_VM} ${MEM_ARGS} -
Dweblogic.Name=${SERVER_NAME} -
Djava.security.policy=${WL_HOME}/server/lib/weblogic.policy ${JAVA_OPTIONS}
${PROXY_SETTINGS} ${SERVER_CLASS}"
    ${JAVA_HOME}/bin/java ${JAVA_VM} ${MEM_ARGS} -Dweblogic.Name=${SERVER_NAME} -
Djava.security.policy=${WL_HOME}/server/lib/weblogic.policy ${JAVA_OPTIONS}
${PROXY_SETTINGS} ${SERVER_CLASS}
else
    echo "Redirecting output from WLS window to ${WLS_REDIRECT_LOG}"
```

```
    ${JAVA_HOME}/bin/java ${JAVA_VM} ${MEM_ARGS} -Dweblogic.Name=${SERVER_NAME} -
Djava.security.policy=${WL_HOME}/server/lib/weblogic.policy ${JAVA_OPTIONS}
${PROXY_SETTINGS} ${SERVER_CLASS}  >"${WLS_REDIRECT_LOG}" 2>&1
fi

stopAll
```

> **Note:** The statements above must be added to the startWebLogic script before the call is made to start the server.

> **Note:** WebLogic must be restarted for these changes to take effect.

2. Edit the nodemanager.properties file at the following location with the below values:
   $WLS_HOME/wlserver_10.3/common/nodemanager/nodemanager.properties
   - SecureListener=false
   - StartScriptEnabled=true
   - StartScriptName=startWebLogic.sh.

   > **Note:** The nodemanager.properties file is created after the nodemanager is started for the first time. It is not available before that.

   > **Note:** The nodemanager must be restarted after changes are made to the nodemanager.properties file.

2

Application Installation

Before proceeding, you must create a WebLogic server. The RSLforRMS application is deployed to a server within SIM Domain of the WebLogic Application Server installation.

> **IMPORTANT**: If there is an existing WebLogic installation on the server, you must upgrade to WebLogic 10.3.6. All middleware components associated with WebLogic server should be upgraded to 11.1.1.7.
>
> Back up the weblogic.policy file ($WLS_HOME/wlserver_10.3/server/lib) before upgrading your WebLogic server, because this file could be overwritten. Copy over the weblogic.policy backup file after the WebLogic upgrade is finished and the post patching installation steps are completed.

Create a Managed Server for RSLforRMS

The RSLforRMS application must be deployed to its own dedicated WebLogic server.

Use the following steps to create a new managed server instance for RSLforRMS and configure it to RSL requirements.

> **Note:** For information on using commands to create a managed server instance, see the Weblogic® Application Server Administrator's Guide 11g Release 3 (10.3.6).

Create the rsl-rms-wls-instance using WebLogic administration console GUI:

1. Log in to the WebLogic administration console GUI (http://<host>:<port>/console) as administrator.
2. In the right menu, navigate to Environment → Servers.
3. Click **New**.
4. Enter the Name, Port, and Listen address of the server instance to be created. For example:
   - Server Name : rsl-rms-wls-server
   - Server Listen Address: myhost82

     > **Note:** The RSL application server must be on the same application server of the application that will be using RSL (for example, SIM, RPM, and Allocation).

   - Server Listen Port: 19007
5. Click **Next**. Click **Finish**.
6. Make sure you see the new instance listed under Servers.
7. Click on the server name that you just created. Navigate to Configuration → General tab.
8. In the Machine field, select the machine name where the server will be running.

9. Start the newly created server using the Administration Console (servers → control tab).

Expand the RSLforRMS Distribution

To expand the RSLforRMS distribution, do the following.

1. Log into the UNIX server as the user who owns the WebLogic installation and determine where the RSL 14.0.2 application server file (RslServerPak14.0.2forRMS_eng_ga.tar) will be installed. There should be a minimum of 25 MB disk space available for the application installation files.
2. Copy RslServerPak14.0.2forRMS_eng_ga.tar (located at CD/appserverunix) to a newly created staging directory on the UNIX server.
3. Change directory to the location of RslServerPak14.0.2forRMS_eng_ga.tar and extract this file. This will create directory: /RSL1401forRMS.

   To extract run the following: tar xf RslServerPak14.0.2forRMS_eng_ga.tar

   RSL_INSTALL_HOME refers to the directory structure including the newly created /RSL1401forRMS.

   For example, /u00/webadmin/media/ RSL1401forRMS

Updating the RSL installer with secured certificate information

If Weblogic Administration Server is running on SSL port, the RSL installer requires certificate keystore information to install successfully.

Perform the following steps so that RSL installer recognizes the certificate:

1. Extract the RSL installer in a staged location.
2. Refer to this location as <RSL_STAGE_DIR>.
3. Copy the certificate used to secure WebLogic Admin server into the location `<RSL_STAGE_DIR>/RSL1401forRMS/.retail-installer/conf`

   Example:

   ```
   $ cd <RSL_STAGE_DIR>/RSL1401forRMS/.retail-installer/conf
   $ cp apphost1.keystore <RSL_STAGE_DIR>/RSL1401forRMS/.retail-
   installer/conf
   ```

4. Update the build.xml at <RSL_STAGE_DIR> RSL1400forRMS/.retail-installer with

   Example:

   ```
   <!-- Initialize common WebLogic properties -->
   <wlsInit adminUser="${admin.user.trimmed}"
   adminPassword="${admin.password.trimmed}"
   adminUrl="${admin.url}"
   wlstScriptPath="${script.path}"
   customTrustKeyStoreFile="conf/apphost1.keystore" />
   ```

Run the RSLforRMS Installer

Configuration scripts are provided to deploy and configure the RSLforRMS application in the application server, including the JDBC DataSource.

1. Change directory to RSL_INSTALL_HOME.
2. Set the WL_HOME, WEBLOGIC_DOMAIN_HOME and JAVA_HOME environment variables.

   WL_HOME should point to your Application Server installation (for example, WL_HOME = /u00/webadmin/product/10.3.x/WLS. JAVA_HOME should point to the Java that is installed for the WebLogic server.

   WEBLOGIC_DOMAIN_HOME should point to the application server domain (for example, WEBLOGIC_DOMAIN_HOME = /u00/webadmin/product/10.3.x/WLS/user_projects/domains/APPDomain).
3. Set the PATH environment variable (for example, PATH=$JAVA_HOME/bin:$PATH).
4. If you are using an X server, such as Exceed, set the DISPLAY environment variable so that you can run the installer in GUI mode (recommended). If you are not using an X server, or the GUI is too slow over your network, unset DISPLAY for text mode.
5. Run the rsl-installer.sh script. (See "Appendix: RSLforRMS Installer Screens.") This launches the installer. After installation is complete, a detailed installation log file is created (rsl14install.<timestamp>.log) in the RSL_INSTALL_HOME/.retail-installer directory.
6. After the script has run successfully, verify that the application is running and the Oracle DataSource was configured properly by logging into the Application Server Console.

Resolving Errors Encountered During Application Installation

If the application installer encounters any errors, it halts execution immediately.

See "Appendix: Common Installation Errors" for common installation errors.

Because the application installation is a full reinstallation every time, any previous partial installation will be overwritten by the successful installation.

Backups Created by Installer

The RSLforRMS application installer backs up previous installations by renaming them with <timestamp> suffixes. This is done to prevent the removal of any custom changes you might have. These backup directories can be safely removed without affecting the current installation.

For example, rsl-rms.200605011726

A

Appendix: RSLforRMS Installer Screens

This section describes the Oracle Retail Service Layer 14.0.2 Installer screens.

This environment information is necessary for successful deployment of the RSLforRMS application. The screens and fields displayed depend on the options selected; some screens and fields may not be displayed.

The following are RSLforRMS installer screens.

Screen: Data Source Details

Field Title	Enable SSL for RSL.
Field Description	Selecting "Yes" will enable SSL for RSL.
Example	Yes/No

Screen: Data Source Details

Field Title	RMS 14 JDBC URL
Field Description	URL used by RSLforRMS to access the RMS database schema. See Appendix: URL Reference for expected syntax.
Example	jdbc:oracle:thin:@myhost.example.com:1521/mydatabase

Field Title	RMS 14 schema
Field Description	Database schema owner user where the RMS database schema was installed.
Example	rms14schema

Field Title	RMS 14 schema password
Field Description	Password for the RMS schema user.

Field Title	RSL 14 schema user alias
Field Description	Alias for the RMS/RSL schema user.
Note	This alias must be unique. Do not use the same value for any other alias fields in the installer. If the same alias is used, entries in the wallet can override each other and cause problems with the application.
Example	rms-ds-alias

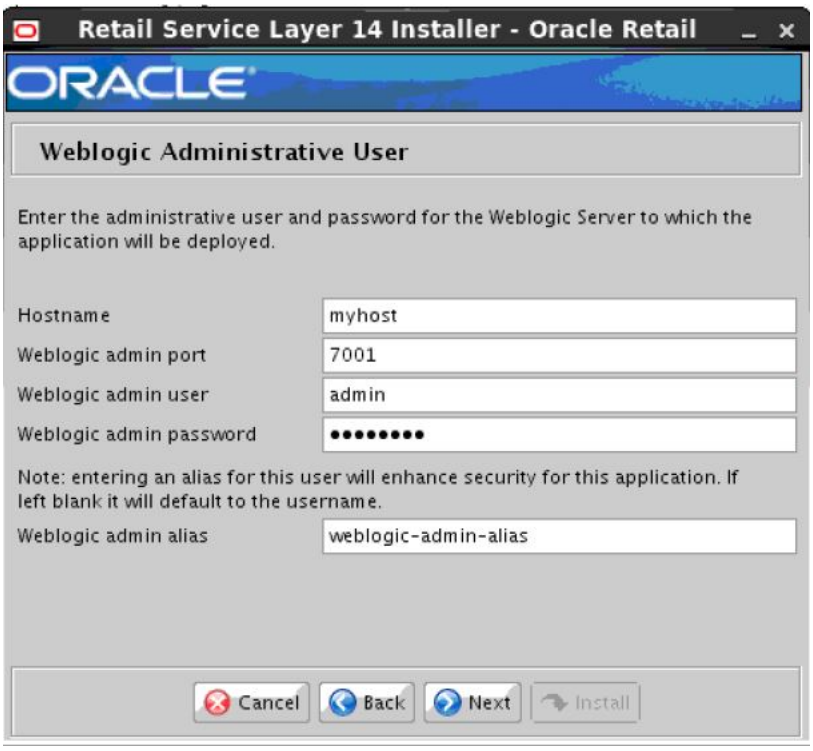
Field Title	RSL 14 schema owner
Field Description	Owner of the RMS schema.
Example	rms14

Screen: Application Server Instance Details

Field Title	RSL 14 app deployment name
Field Description	The name of the deployment/context_root.
Example	rsl-rms

Field Title	RSL 14 server/cluster
Field Description	The name of the RSL14 WebLogic managed server or cluster.
Example	rsl-rms-wls-instance

Screen: WebLogic Administrative User



Field Title	Hostname
Field Description	Host name of the WebLogic application server where RSL would be deployed.
Example	myhost **Note:** The RSL application server must be on the same application server of the application that will be using RSL (for example, SIM, RPM, and Allocation.

Field Title	Weblogic admin port
Field Description	The port of the WebLogic admin server.
Example	7001

Field Title	Weblogic admin user
Field Description	The user name of the WebLogic server. The user should have administrator privileges.
Example	admin

Field Title	Weblogic admin password
Field Description	The password for the WebLogic user name.

Field Title	Weblogic admin alias
Field Description	The alias for the admin user name.
Example	Weblogic-admin-alias
Notes	This alias must be unique. Do not use the same value for any other alias fields in the installer. If the same alias is used, entries in the wallet can override each other and cause problems with the application.

B

Appendix: Common Installation Errors

This section provides some common errors encountered during installation of RSLforRMS.

Unreadable Buttons in the Installer

If you are unable to read the text within the installer buttons, it could mean that your JAVA_HOME is pointed to an older version of the JDK than is supported by the installer.

Set JAVA_HOME with the appropriate JDK (the same JDK that has been used by WebLogic Server).

Warning: Could not create system preferences directory

Symptom

The following text appears in the installer Errors tab:

```
May 22, 2006 11:16:39 AM java.util.prefs.FileSystemPreferences$3 run
WARNING: Could not create system preferences directory. System preferences are
unusable.
May 22, 2006 11:17:09 AM java.util.prefs.FileSystemPreferences
checkLockFile0ErrorCode
WARNING: Could not lock System prefs. Unix error code -264946424.
```

Solution

This is related to Java bug 4838770. The /etc/.java/.systemPrefs directory may not have been created on your system. See http://bugs.sun.com for details.

This is an issue with your installation of Java and does not affect the Oracle Retail product installation.

ConcurrentModificationException in Installer GUI

Symptom

In GUI mode, the errors tab shows the following error:

```
java.util.ConcurrentModificationException
            at
java.util.AbstractList$Itr.checkForComodification(AbstractList.java:448)
            at java.util.AbstractList$Itr.next(AbstractList.java:419)
… etc
```

Solution

You can ignore this error. It is related to third-party Java Swing code for rendering of the installer GUI and does not affect the retail product installation.

Warning: Could not find X Input Context

Symptom

The following text appears in the console window during execution of the installer in GUI mode:

```
Couldn't find X Input Context
```

Solution

This message is harmless and can be ignored.

Files not available to copy at the end of installation, results in non working applications

If you choose the option, **No. Configure but do not install the application,** in the installer screen titled **Manual Deployment Option**, wallet files that are required for application run time are deleted at the end of the installation.

Solution

Manual Deployment is not currently available in this installer. Choose **Yes. I have write access to the application server** in the installer screen, **Manual Deployment Option**.

> **Note:** To successfully perform this option, you also need to run the installer as a user with write access to the WebLogic installation.

Installer Fails because of missing .jar in $ORACLE_HOME/utils/ccr/lib

Symptom

The jar file expected by the installer (emocmclnt.jar) is overwritten after the OPatch patch 6880880 is applied, and any other patch is applied afterward using that OPatch. If you try to run the installer after patching, as outlined in the installation guides, the installer fails. All applications that are installed in the same WebLogic server that hosts any of the forms applications will be affected by this issue. This is because of required Oracle patches for Linux 64-bit systems that are applied to the forms server using OPatch.

Solution

Back up the content of the $ORACLE_HOME/utils/ccr/lib directory prior to applying OPatch patch 6880880, and recopy the content back after you apply any patches using that Opatch.

GUI screens fail to open when running Installer

Symptom

When running the installer in GUI mode, the screens fail to open and the installer ends, returning to the console without an error message. The ant.install.log file contains this error:

```
Fatal exception: Width (0) and height (0) cannot be <= 0
java.lang.IllegalArgumentException: Width (0) and height (0) cannot be <= 0
```

Solution

This error is encountered when Antinstaller is used in GUI mode with certain X Servers. To work around this issue, copy ant.install.properties.sample to ant.install.properties and rerun the installer.

C

Appendix: URL Reference

The application installers for the RSLforRMS product will ask for several different URLs. These include the following.

JDBC URL for a Database

Used by the Java application and by the installer to connect to the database.

Syntax

`jdbc:oracle:thin:@<host>:<port>:<sid>`

where:

- `<host>` is the hostname of the database server.
- `<port>` is the database listener port.
- `<sid>` is the system identifier for the database.

Example:

`jdbc:oracle:thin:@myhost:1521:mysid`

D

Appendix: Installation Order

This section provides a guideline as to the order in which the Oracle Retail applications should be installed. If a retailer has chosen to use some, but not all, of the applications the order is still valid less the applications not being installed.

> **Note:** The installation order is not meant to imply integration between products.

Enterprise Installation Order

1. Oracle Retail Merchandising System (RMS), Oracle Retail Trade Management (RTM), Oracle Retail Sales Audit (ReSA). Optional: Oracle Retail Fiscal Management (ORFM)

   > **Note:** ORFM is an optional application for RMS if you are implementing Brazil localization.

2. Oracle Retail Service Layer (RSL)
3. Oracle Retail Extract, Transform, Load (RETL)
4. Oracle Retail Active Retail Intelligence (ARI)
5. Oracle Retail Warehouse Management System (RWMS)
6. Oracle Retail Invoice Matching (ReIM)
7. Oracle Retail Price Management (RPM)

   > **Note:** During installation of RPM, you are asked for the RIBforRPM provider URL. Because RIB is installed after RPM, make a note of the URL you enter. To change the RIBforRPM provider URL after you install RIB, edit the remote_service_locator_info_ribserver.xml file.

8. Oracle Retail Allocation
9. Oracle Retail Central Office (ORCO)
10. Oracle Retail Returns Management (ORRM)
11. Oracle Retail Back Office (ORBO)
12. Oracle Retail Store Inventory Management (SIM)

    > **Note:** During installation of SIM, you are asked for the RIB provider URL. Because RIB is installed after SIM, make a note of the URL you enter. To change the RIB provider URL after you install RIB, edit the remote_service_locator_info_ribserver.xml file.

13. Oracle Retail Predictive Application Server (RPAS)
14. Oracle Retail Demand Forecasting (RDF)
15. Oracle Retail Category Management (CM)
16. Oracle Retail Modeling Engine (ORME)

17. Oracle Retail Assortment Space Optimization (OASO)
18. Oracle Retail Replenishment Optimization (RO)
19. Oracle Retail Analytic Parameter Calculator Replenishment Optimization (APC RO)
20. Oracle Retail Regular Price Optimization (RPO)
21. Oracle Retail Merchandise Financial Planning (MFP)
22. Oracle Retail Size Profile Optimization (SPO)
23. Oracle Retail Assortment Planning (AP)
24. Oracle Retail Item Planning (IP)
25. Oracle Retail Item Planning Configured for COE (IP COE)
26. Oracle Retail Advanced Inventory Planning (AIP)
27. Oracle Retail Integration Bus (RIB)
28. Oracle Retail Service Backbone (RSB)
29. Oracle Retail Financial Integration (ORFI)
30. Oracle Retail Point-of-Service (ORPOS)
31. Oracle Retail Markdown Optimization (MDO)
32. Oracle Retail Clearance Optimization Engine (COE)
33. Oracle Retail Analytic Parameter Calculator for Markdown Optimization (APC-MDO)
34. Oracle Retail Analytic Parameter Calculator for Regular Price Optimization (APC-RPO)
35. Oracle Retail Analytics